ABSTRACT OF THE DISCLOSURE

This publication relates to the management, in an interactive voice response system, of a plurality of speech technology modules. In particular it relates to an apparatus and a method for dynamically determining which of a plurality of speech technology modules to use during voice interaction between the system and a user. In prior art IVR systems each speech technology module is configured for a specific application or task. Most speech technology modules have different lexicons for the range of functions but it is the full lexicon which can determine an engines suitability for a language. For instance, one type of speech recognition engine is preferred for certain languages whereas IBM ViaVoice is a good general all rounder. Choosing one speech recognition module according to application or function alone is not entirely satisfactory and there is a need for improvement. The present solution is to select, for each interaction, one of the speech technology modules from the plurality of the modules to be used by the application according to the environment property of the interaction.